

WHAT IS CLAIMED IS:

1 1. A method of processing tickets with customer security
2 features, said method comprising:
3 receiving a ticket from a ticket holder, the ticket
4 including a ticket identifier and one or more
5 customer security features;
6 determining whether the ticket holder matches one or
7 more of the customer security features; and
8 accepting the ticket in response to determining that
9 the ticket holder matches one or more of the
10 customer security features.

1 2. The method as described in claim 1 wherein at least
2 one of the customer security features is selected from
3 the group consisting of a photograph, a signature, a
4 digital signature, a fingerprint, and a description of
5 a customer.

1 3. The method as described in claim 1 further comprising:
2 determining whether the ticket identifier is bound to
3 any security features; and
4 accepting the ticket in response to determining that
5 the ticket identifier is not bound to any
6 security features.

1 4. The method as described in claim 1 further comprising:
2 scanning a barcode printed on the ticket that
3 corresponds to the ticket identifier;
4 retrieving one or more stored customer security
5 features corresponding to the ticket identifier
6 in response to the scanning;

7 comparing the stored customer security features to the
8 customer security features included on the
9 ticket; and
10 accepting the ticket in response to the stored
11 customer security features matching the customer
12 security features included on the ticket.

1 5. The method as described in claim 4 wherein the
2 retrieving further includes:
3 sending a request to a security server, the request
4 including a customer identifier that uniquely
5 identifies a customer of the ticket; and
6 receiving the security features from the security
7 server in response to the request.

1 6. The method as described in claim 5 further comprising:
2 sending a merchant identifier to the security server,
3 the merchant identifier uniquely identifying a
4 merchant; and
5 wherein the receiving of the security features is
6 performed in response to the merchant identifier
7 being authorized by the security server.

1 7. The method as described in claim 5 further comprising:
2 encrypting the request to the security server, the
3 encrypting including a digital signature that
4 uniquely identifies a merchant that is sending
5 the request.

1 8. The method as described in claim 1 further comprising:
2 denying the ticket holder in response to determining
3 that the ticket holder does not match one or more
4 of the customer security features.

1 9. An information handling system comprising:
2 one or more processors;
3 a memory accessible by the processors;
4 a scanner for scanning barcodes, the scanner
5 accessible by the processors;
6 a ticket received from a ticket holder, the ticket
7 including a ticket identifier and one or more
8 customer security features;
9 a nonvolatile storage area accessible by the
10 processors; and
11 an ticket processing tool to process tickets from
12 ticket holders, the ticket processing tool
13 including:
14 means for scanning a barcode printed on the
15 ticket that corresponds to the ticket
16 identifier;
17 means for retrieving one or more stored customer
18 security features corresponding to the
19 ticket identifier in response to the
20 scanning;
21 means for comparing the stored customer security
22 features to the customer security features
23 included on the ticket; and
24 means for accepting the ticket in response to the
25 stored customer security features matching
26 the customer security features included on
27 the ticket.

1 10. The information handling system as described in claim
2 9 wherein the means for retrieving further includes:

3 means for sending a request to a security server, the
4 request including a customer identifier that
5 uniquely identifies a customer of the ticket; and
6 means for receiving the security features from the
7 security server in response to the request.

1 11. The information handling system as described in claim
2 10 further comprising:

3 means for sending a merchant identifier to the
4 security server, the merchant identifier uniquely
5 identifying a merchant; and
6 wherein the means for receiving the security features
7 is performed in response to the merchant
8 identifier being authorized by the security
9 server.

1 12. The information handling system as described in claim
2 10 further comprising:

3 means for encrypting the request to the security
4 server, the encrypting including a digital
5 signature that uniquely identifies a merchant
6 that is sending the request.

1 13. A computer program product stored on a computer
2 operable medium for processing tickets with customer
3 security features, said computer program product
4 comprising:

5 means for receiving a ticket from a ticket holder, the
6 ticket including a ticket identifier and one or
7 more customer security features;
8 means for determining whether the ticket holder
9 matches one or more of the customer security
10 features; and

11 means for accepting the ticket in response to
12 determining that the ticket holder matches one or
13 more of the customer security features.

1 14. The computer program product as described in claim 13
2 wherein at least one of the customer security features
3 is selected from the group consisting of a photograph,
4 a signature, a digital signature, a fingerprint, and a
5 description of a customer.

1 15. The computer program product as described in claim 13
2 further comprising:
3 means for determining whether the ticket identifier is
4 bound to any security features; and
5 means for accepting the ticket in response to
6 determining that the ticket identifier is not
7 bound to any security features.

1 16. The computer program product as described in claim 13
2 further comprising:
3 means for scanning a barcode printed on the ticket
4 that corresponds to the ticket identifier;
5 means for retrieving one or more stored customer
6 security features corresponding to the ticket
7 identifier in response to the scanning;
8 means for comparing the stored customer security
9 features to the customer security features
10 included on the ticket; and
11 means for accepting the ticket in response to the
12 stored customer security features matching the
13 customer security features included on the
14 ticket.

1 17. The computer program product as described in claim 16
2 wherein the means for retrieving further includes:
3 means for sending a request to a security server, the
4 request including a customer identifier that
5 uniquely identifies a customer of the ticket; and
6 means for receiving the security features from the
7 security server in response to the request.

1 18. The computer program product as described in claim 17
2 further comprising:
3 means for sending a merchant identifier to the
4 security server, the merchant identifier uniquely
5 identifying a merchant; and
6 wherein the means for receiving the security features
7 is performed in response to the merchant
8 identifier being authorized by the security
9 server.

1 19. The computer program product as described in claim 17
2 further comprising:
3 means for encrypting the request to the security
4 server, the encrypting including a digital
5 signature that uniquely identifies a merchant
6 that is sending the request.

1 20. The computer program product as described in claim 13
2 further comprising:
3 means for denying the ticket holder in response to
4 determining that the ticket holder does not match
5 one or more of the customer security features.